DRAWER WARMER

HDW & HDW-B Series

Installation &
Operating Manual

I&W #07.05.014.00

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IMPORTANT OWNER INFORMATION

Record the model number, serial number (located on the back of HDW models, inside left panel on HDW-B models), voltage and purchase date of your Drawer Warmer in the spaces below. Please have this information available when calling Hatco for service assistance.

Model No._____

Serial No. _____

Voltage _____

Date of Purchase _____

Business Hours: 8:00 a.m. to 5:00 p.m.

Central Standard Time

(Summer Hours: June to September -

8:00 a.m. to 5:00 p.m. C.D.T.

Monday through Thursday

8:00 a.m. to 3:30 p.m. C.D.T. Friday)

Telephone: (800) 558-0607; (414) 671-6350

Parts & Service Fax: (800) 690-2966
(414) 671-3976 (International)

INTRODUCTION

Hatco Drawer Warmers are designed to keep all foods at optimum serving temperatures without affecting quality. HDW models include an attached cord and plug set while the HDW-B models have a flexible conduit for built-in installation.

All Hatco Drawer Warmers are built for tough kitchen duty with rugged stainless steel construction, heavy-duty hardware, stainless steel slides and positive-closing drawers. They keep everything from meat to vegetables to rolls hot and flavor-fresh until served.

Each drawer features individual controls so you can hold a wider variety of hot foods during peak serving periods.

This manual provides the installation, safety and operating instructions for the Heated Drawer Warmer. We recommend all installation, operating and safety instructions appearing in this manual be read prior to installation or operation of your Hatco Drawer Warmer. Safety instructions that appear in this manual after a warning symbol ⚠ and the words **WARNING** or **CAUTION** printed in bold face are important. Warning means there is the possibility of personal injury to yourself or others. Caution means there is the possibility of damage to the unit.

Your Hatco Drawer Warmer is a product of extensive research and field testing. The materials used were selected for maximum durability, attractive appearance and optimum performance. Every unit is thoroughly inspected and tested prior to shipment.

IMPORTANT SAFETY INSTRUCTIONS

⚠ WARNINGS/CAUTIONS

Read the following important safety instructions to avoid personal injury and/or damage to the equipment.

1. **To avoid any injury, turn the power switch off and allow to cool before performing any maintenance. On freestanding units, unplug the electrical cord from the power source as well.**
2. **Some exterior and interior surfaces on the unit will get hot. Use caution when touching these areas to avoid injury.**
3. **To avoid any injury, use caution when opening drawer. Heated/moisturized air escapes when drawer is open.**
4. **On free-standing units, plug unit into an electrical outlet of the correct voltage, size and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine the proper voltage and size and install the proper electrical outlet. On built-in units, final connections should be made by a qualified electrician.**
5. **For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.**
6. **Locate the unit in an area that is convenient for use. The location should be level to prevent the unit or its contents from accidentally falling, and strong enough to support the weight of the unit and food.**
7. **Abrasive cleaners could scratch the finish of your unit.**

MODEL DESCRIPTION

ALL MODELS

The Hatco Drawer Warmers are built of rugged stainless steel with durable nylon rollers, 12 gauge stainless steel slides and heavy-duty hardware. Each drawer features adjustable sliding vents for humidity control in addition to a recessed on-off switch, thermostat and temperature monitor. Standard size pans 6" (15 cm) deep are supplied with each drawer. The insulated top and sides provide maximum energy efficiency and the heating elements are warranted for two years.

HDW MODELS

One, two and three drawer freestanding units are equipped with 4" (10cm) legs as standard equipment. Four drawer freestanding units are equipped with 6" (15 cm) stainless steel legs.

HDW-N MODELS

These heated Drawer Warmers have all the features of the HDW freestanding models but have a narrower profile for smaller space requirements. These units are available in 1, 2 and 3 drawer models.

HDW-B MODELS

These heated Drawer Warmers come equipped with a flexible conduit for built-in applications. These units are available in 1, 2 and 3 drawer models.

HDW-BN MODELS

These heated Drawer Warmers include all the features of the HDW-B models but have a narrower profile for smaller space requirements. These units are available in 1, 2 and 3 drawer models.

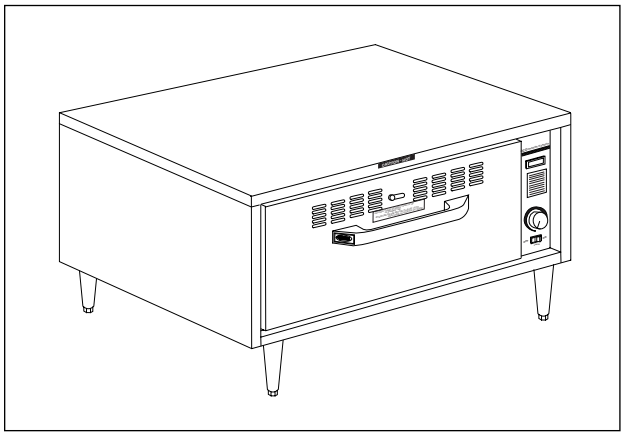

Figure 1. Model HDW-1

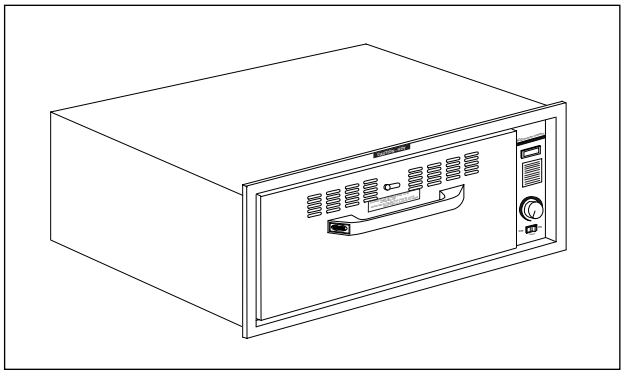

Figure 2. Model HDW-1B

SPECIFICATIONS

ELECTRICAL RATING CHART - HDW MODELS

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HDW-1	120	450	3.8	NEMA 5-15P	97 lbs. (44 kg)
	208	450	2.2	NEMA 6-15P	97 lbs. (44 kg)
	240	450	1.9	NEMA 6-15P	97 lbs. (44 kg)
	220	450	2.1	CEE 7/7 Schuko	97 lbs. (44 kg)
	240	450	1.9	BS-1363	97 lbs. (44 kg)
HDW-2	120	900	7.5	NEMA 5-15P	168 lbs. (76 kg)
	208	900	4.3	NEMA 6-15P	168 lbs. (76 kg)
	240	900	3.8	NEMA 6-15P	168 lbs. (76 kg)
	220	900	4.1	CEE 7/7 Schuko	168 lbs. (76 kg)
	240	900	3.8	BS-1363	168 lbs. (76 kg)
HDW-3	120	1350	11.3	NEMA 5-15P	232 lbs. (106 kg)
	208	1350	6.5	NEMA 6-15P	232 lbs. (106 kg)
	240	1350	5.6	NEMA 6-15P	232 lbs. (106 kg)
	220	1350	6.1	CEE 7/7 Schuko	232 lbs. (106 kg)
	240	1350	5.6	BS-1363	232 lbs. (106 kg)
HDW-4	120	1800	15.0	NEMA 5-20P	296 lbs. (135 kg)
	208	1800	8.7	NEMA 6-15P	296 lbs. (135 kg)
	240	1800	7.5	NEMA 6-15P	296 lbs. (135 kg)
	220	1800	8.2	CEE 7/7 Schuko	296 lbs. (135 kg)
	240	1800	7.5	BS-1363	296 lbs. (135 kg)

ELECTRICAL RATING CHART - HDW-N MODELS

Model	Voltage	Watts	Amps	Plug Configuration	Shipping Weight
HDW-1N	120	450	3.8	NEMA 5-15P	97 lbs. (44 kg)
	208	450	2.2	NEMA 6-15P	97 lbs. (44 kg)
	240	450	1.9	NEMA 6-15P	97 lbs. (44 kg)
	220	450	2.1	CEE 7/7 Schuko	97 lbs. (44 kg)
	240	450	1.9	BS-1363	97 lbs. (44 kg)
HDW-2N	120	900	7.5	NEMA 5-15P	168 lbs. (76 kg)
	208	900	4.3	NEMA 6-15P	168 lbs. (76 kg)
	240	900	3.8	NEMA 6-15P	168 lbs. (76 kg)
	220	900	4.1	CEE 7/7 Schuko	168 lbs. (76 kg)
	240	900	3.8	BS-1363	168 lbs. (76 kg)
HDW-3N	120	1350	11.3	NEMA 5-15P	232 lbs. (105 kg)
	208	1350	6.5	NEMA 6-15P	232 lbs. (105 kg)
	240	1350	5.6	NEMA 6-15P	232 lbs. (105 kg)
	220	1350	6.1	CEE 7/7 Schuko	232 lbs. (105 kg)
	240	1350	5.6	BS-1363	232 lbs. (105 kg)

The electrical information in the shaded areas pertains to **Export models only**.

ELECTRICAL RATING CHART - HDW-B MODELS

Model	Voltage	Watts	Amps	Wiring	Shipping Weight
HDW-1B	120	450	3.8	Conduit	88 lbs. (40 kg)
	208	450	2.2	Conduit	88 lbs. (40 kg)
	240	450	1.9	Conduit	88 lbs. (40 kg)
	220	450	2.1	Conduit	88 lbs. (40 kg)
	240	450	1.9	Conduit	88 lbs. (40 kg)
HDW-2B	120	900	7.5	Conduit	159 lbs. (72 kg)
	208	900	4.3	Conduit	159 lbs. (72 kg)
	240	900	3.8	Conduit	159 lbs. (72 kg)
	220	900	4.1	Conduit	159 lbs. (72 kg)
	240	900	3.8	Conduit	159 lbs. (72 kg)
HDW-3B	120	1350	11.3	Conduit	223 lbs. (101 kg)
	208	1350	6.5	Conduit	223 lbs. (101 kg)
	240	1350	5.6	Conduit	223 lbs. (101 kg)
	220	1350	6.1	Conduit	223 lbs. (101 kg)
	240	1350	5.6	Conduit	223 lbs. (101 kg)

ELECTRICAL RATING CHART - HDW-BN MODELS

Model	Voltage	Watts	Amps	Wiring	Shipping Weight
HDW-1BN	120	450	3.8	Conduit	88 lbs. (40 kg)
	208	450	2.2	Conduit	88 lbs. (40 kg)
	240	450	1.9	Conduit	88 lbs. (40 kg)
	220	450	2.1	Conduit	88 lbs. (40 kg)
	240	450	1.9	Conduit	88 lbs. (40 kg)
HDW-2BN	120	900	7.5	Conduit	159 lbs. (72 kg)
	208	900	4.3	Conduit	159 lbs. (72 kg)
	240	900	3.8	Conduit	159 lbs. (72 kg)
	220	900	4.1	Conduit	159 lbs. (72 kg)
	240	900	3.8	Conduit	159 lbs. (72 kg)
HDW-3BN	120	1350	11.3	Conduit	223 lbs. (101 kg)
	208	1350	6.5	Conduit	223 lbs. (101 kg)
	240	1350	5.6	Conduit	223 lbs. (101 kg)
	220	1350	6.1	Conduit	223 lbs. (101 kg)
	240	1350	5.6	Conduit	223 lbs. (101 kg)

The electrical information in the shaded areas pertains to **Export models only**.

SPECIFICATIONS

DIMENSIONS - HDW & HDW-N

Model	(A) Depth	(B) Width	(C) Height
HDW-1	22-5/8" (58 cm)	29-1/4" (74 cm)	11" (28 cm)
HDW-2	22-5/8" (58 cm)	29-1/4" (74 cm)	21-1/8" (54 cm)
HDW-3	22-5/8" (58 cm)	29-1/4" (74 cm)	31-1/4" (79 cm)
HDW-4	22-5/8" (58 cm)	29-1/4" (74 cm)	41-3/8" (105 cm)
HDW-1N	27" (69 cm)	20-3/16" (53 cm)	11" (28 cm)
HDW-2N	27" (69 cm)	20-3/16" (53 cm)	21-1/8" (54 cm)
HDW-3N	27" (69 cm)	20-3/16" (53 cm)	31-1/4" (79 cm)

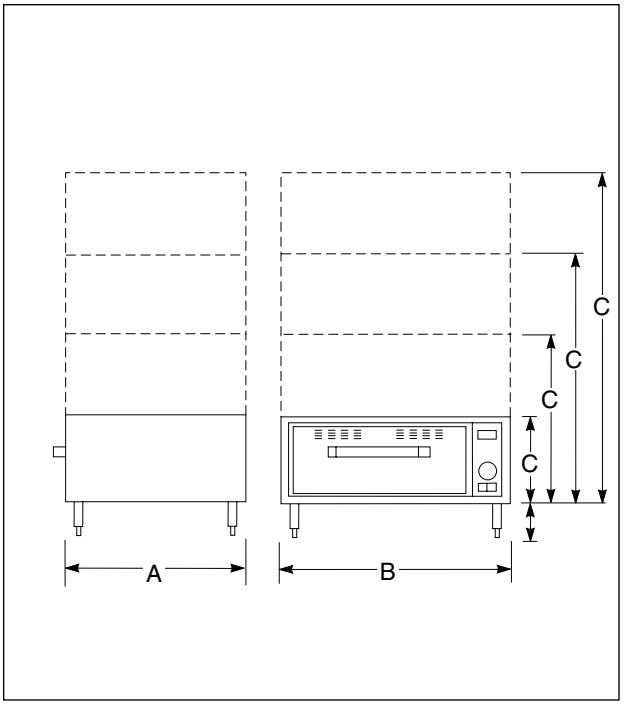

Figure 3. Dimensions - HDW & HDW-N Models

DIMENSIONS - HDW-B & HDW-BN

Model	(A) Depth	(B) Width	(C) Height
HDW-1B	22-5/16" (57 cm)	28-5/16" (72 cm)	9-3/4" (25 cm)
HDW-2B	22-5/16" (57 cm)	28-5/16" (72 cm)	19-15/16" (51 cm)
HDW-3B	22-5/16" (57 cm)	28-5/16" (72 cm)	30-1/16" (76 cm)
HDW-1BN	26-3/4" (68 cm)	20-9/16" (52 cm)	9-3/4" (25 cm)
HDW-2BN	26-3/4" (68 cm)	20-9/16" (52 cm)	19-15/16" (51 cm)
HDW-3BN	26-3/4" (68 cm)	20-9/16" (52 cm)	30-1/16" (76 cm)

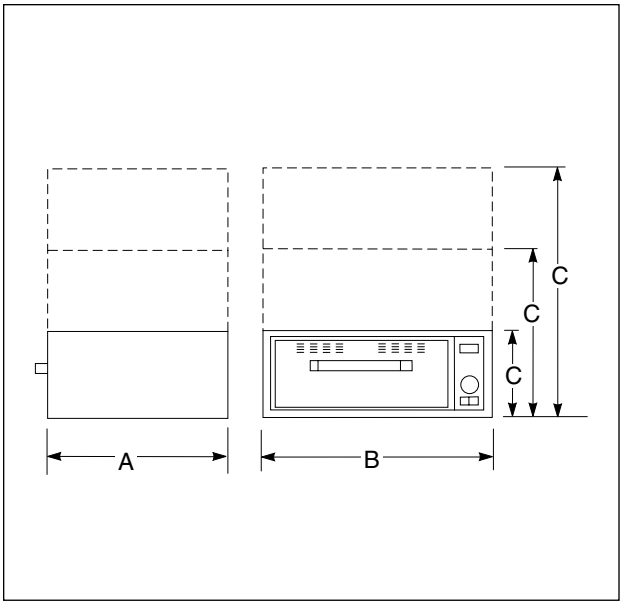

Figure 4. Dimensions - HDW-B & HDW-BN Models

PLUG CONFIGURATIONS

Free-standing units are supplied from the factory with an electrical cord and plug installed. Plugs are supplied according to the applications as shown in Figure 5.

Built-in units are supplied with a flexible conduit and applicable wiring.

⚠ CAUTION

On free-standing units, plug unit into an electrical outlet of the correct voltage, size and plug configuration. If the plug and receptacle do not match, contact a qualified electrician to determine the proper voltage and size and install the proper electrical outlet.

On built-in units, final connections should be made by a qualified electrician.

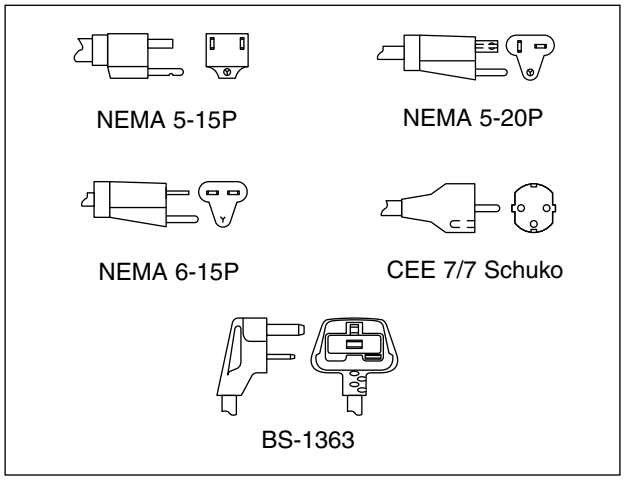

Figure 5. Plug Configuration

INSTALLATION

HDW & HDW-N MODELS

Care should be taken when unpacking shipping carton to avoid damage to unit and components enclosed.

1. Remove the unit from the carton.
2. Remove plastic bag containing four adjustable legs from inside the drawer.

⚠ CAUTION

Legs must be installed prior to operation of the unit.

3. Carefully lay unit on its side (requires 2 people). Install legs to bottom of unit as shown in Figure 6. Hand tighten legs until snug. Do not overtighten.

⚠ CAUTION

Do not lay unit on the front or back side or damage to unit could occur.

4. Return unit to the upright position.
5. Remove all tape from the unit.

NOTE: *Legs are adjustable for leveling the unit. Use a 9/16" (14 mm) open-end wrench to make leveling adjustments once the unit is placed in final position.*

HDW-B & HDW-BN MODELS

Care should be taken when unpacking shipping carton to avoid damage to unit and components enclosed.

1. Remove the unit from the carton.

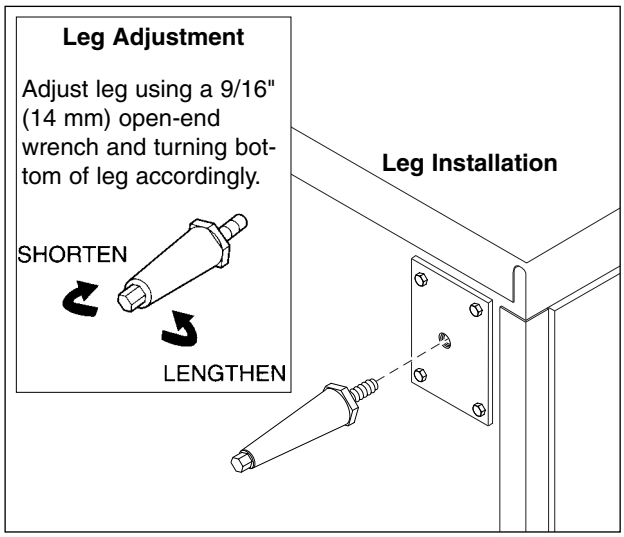

Figure 6. Adjustable Legs

⚠ CAUTION

Do not lay unit on the front or back side or damage to the unit could occur.

2. Read information under *Location* before determining installation site.
3. Determine the cabinet size opening using the chart in Figure 7.

NOTE: *Maintain a minimum clearance of 1" (2.5 cm) between the cutout opening and the floor.*

4. After cabinet opening is prepared to the proper size,

Model	(D) Depth Dimension	(W) Width Dimension	(H) Height Dimension
HDW-1B	23-3/4" (60 cm)	28-5/16" (72 cm)	10-1/8" (26 cm)
HDW-2B	23-3/4" (60 cm)	28-5/16" (72 cm)	20-1/4" (51 cm)
HDW-3B	23-3/4" (60 cm)	28-5/16" (72 cm)	30-3/8" (77 cm)
HDW-1BN	28-1/8" (71 cm)	19-5/8" (50 cm)	10-1/8" (26 cm)
HDW-2BN	28-1/8" (71 cm)	19-5/8" (50 cm)	20-1/4" (51 cm)
HDW-3BN	28-1/8" (71 cm)	19-5/8" (50 cm)	30-3/8" (77 cm)

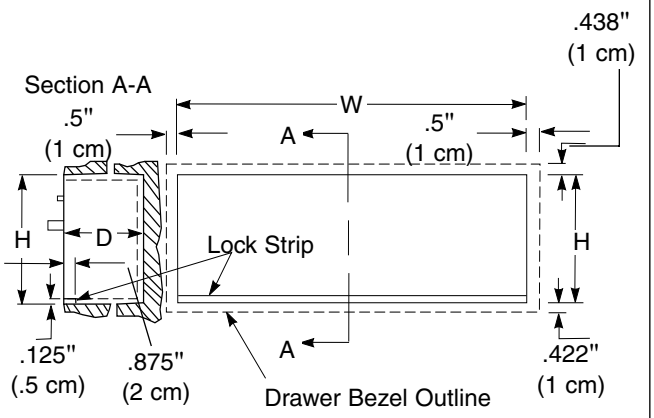

Figure 7. Built-In Cutout Dimensions

a lock strip (not supplied by Hatco) must be permanently fastened to the lower front inside lip of the cabinet opening. See Figure 7.

5. Partially insert the Drawer Warmer into the opening, making sure the flexible conduit is fed into the wire connection area first. Have a qualified electrician connect the wires at this time.

⚠WARNING

Final electrical connections must be made by a qualified electrician.

6. Before completely installing the unit into the opening, apply a bead of NSF approved sealant between the Drawer Warmer flange and the cabinet facing.

7. Slide the unit completely into the opening until front locking studs drop behind locking strip and lock into place. To verify installation, pull bottom drawer fully out and gently pull to ensure unit is securely locked in place.

LOCATION

⚠WARNING

Locate the unit in an area that is convenient for use. The location should be level to prevent the unit or its contents from accidentally falling, and strong enough to support the weight of the unit and its contents.

⚠CAUTION

For safe and proper operation, the unit must be located a reasonable distance from combustible walls and materials. If safe distances are not maintained, discoloration or combustion could occur.

ALL MODELS

⚠ WARNING

Some exterior and interior surfaces on the unit will get hot. Use caution when touching these areas to avoid injury.

1. On freestanding models, plug unit into an electrical outlet of the correct voltage, size and plug configuration. See *Specifications* for details.
2. Turn the Power Switch to the ON position. See Figure 8.
3. Turn the Thermostat Control to the desired temperature settings. See the *Recommended Settings* chart on the control panel or the *Food Holding Guide* in this manual.
4. Allow unit 15-20 minutes to reach operating temperature.
5. Adjust the drawer vents for desired humidity control by sliding the locking knob on the drawer front. See Figure 9. Opening the vents all the way allows maximum moisture to escape.

⚠ WARNING

To avoid injury, use caution when opening drawer. Heated/moisturized air escapes when drawer is opened.

NOTE: *Proper vent adjustment depends on the type and amount of food held, as well as the frequency of drawer opening.*

NOTE: *For additional moisture, water can be added (approximately 1/4" (.6 cm) of water) to the optional water/spillage pan before inserting the food pan into the drawer. Check water level periodically. Add water as necessary. Use of splash baffle is recommended to prevent water from splashing into the cabinet interior when opening and closing a drawer.*

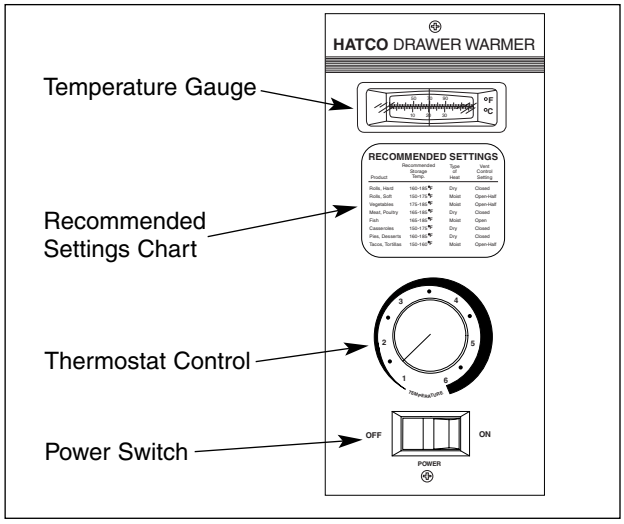

Figure 8. Operating Controls

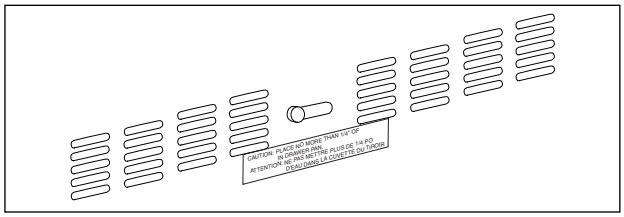

Figure 9. Drawer Vents

NOTE: *Use of softened or distilled water is recommended to preserve the life of electrical and mechanical components. If hard water is used, the pan will require periodic cleaning and deliming. See Maintenance section for deliming instructions.*

FOOD HOLDING CAPACITY

A standard drawer has the following capacity:

Dinner Rolls:	6-8 dozen
Ribs:	25-30 lbs. (11-14 kg)
Potatoes:	3-3-1/2 dozen

FOOD HOLDING GUIDE

PRODUCT	RECOMMENDED STORAGE TEMPERATURE	TYPE OF HEAT	VENT CONTROL
Rolls, Hard	160° - 185° F (71° - 85° C)	Dry	Closed
Rolls, Soft	150° - 175° F (66° - 79° C)	Moist	Open-Half
Vegetables	175° - 185° F (66° - 85° C)	Moist	Open-Half
Meat, Poultry	165° - 185° F (74° - 85° C)	Dry	Closed
Fish	165° - 185° F (74° - 85° C)	Moist	Open
Casseroles	150° - 175° F (66° - 79° C)	Dry	Closed
Pies, Desserts	160° - 185° F (71° - 85° C)	Dry	Closed
Tacos, Tortillas	150° - 160° F (66° - 71° C)	Moist	Open-Half

MAINTENANCE

CLEANING

Hatco Drawer Warmers are designed for maximum durability and performance, with minimum maintenance.

⚠WARNING

To avoid any injury, turn the power switch off and allow unit to cool before performing maintenance. On freestanding units, unplug the electrical cord from the power source as well.

To preserve the finish of the Drawer Warmer, it is recommended that the surfaces be wiped daily with a damp cloth. Food pans should be removed and washed. Stubborn stains may be removed with a good non-abrasive cleaner. Hard to reach areas should be cleaned with a small brush and mild soap.

⚠CAUTION

Abrasive cleaners could scratch the finish of your Drawer Warmer.

REMOVING LIME & MINERAL DEPOSITS (Models with optional water pan)

NOTE: *If the water has an excessive amount of lime or mineral content, use the following instructions for periodic cleaning and de-liming of the water pan.*

1. Turn the power switch off. On freestanding units, unplug the cord from the power source.
2. After the unit has cooled down, remove the water pan.
3. Fill the water pan with a mixture of water and delimer.

NOTE: *The delimer used should be a safe, non-toxic, non-corrosive solution. Follow the delimer's instructions for proper mixture of water and de-limer solution.*

4. Allow the pan to stand with the mixture for the recommended period of time. (The time required will vary depending on the solution used and amount of deposits in the pan.)
5. After the deliming period, drain the solution from the pan.
6. Continue to fill and rinse the pan with water only, until the pan is clean.
7. Install the pan into the unit. On freestanding units, plug the power cord into the receptacle and fill the pan as usual for daily operation (1/4" (.6 cm) of water is recommended).

NOTE: *The lime and mineral content of the water used for daily operation will determine how often de-liming procedure must be performed.*

ACCESSORIES

WATER/SPILLAGE PAN

The water/spillage pan fits in the drawer underneath the food pan and can be used to humidify the heating area or keep spillage from the cabinet interior. Splash baffle is recommended.

SPLASH BAFFLE

The splash baffle is used with the optional water/spillage pan. Fabricated of stainless steel, the baffle fits into the bottom of the water/spillage pan, over the water bath, to prevent water from splashing into the cabinet interior when opening and closing a drawer, while allowing humidity to escape.

FOOD PANS

Food pans 12"W x 20"L (31 x 51 cm) are available in depth sizes of 2", 4" & 6" (5, 10 & 15 cm).

CHIP GUARD

The chip guard completely shields the heating element, preventing any food product, such as tortilla chips, from coming in contact with the heating element.

ADJUSTABLE LEGS - 6" (15 CM)

6" (15 cm) stainless steel adjustable legs are available for one, two and three drawer freestanding units.

LOCKING CASTERS - 2" (6 cm) Diameter

These locking casters are available for the freestanding HDW-1, HDW-2 and HDW-3 models. The casters add 4-1/4" (10 cm) to the height of the Drawer Warmer.

LOCKING CASTERS - 3" (8 cm) Diameter

These locking casters are available for the freestanding HDW-1, HDW-2 and HDW-3 models. The casters add 5-1/4" (13 cm) to the height of the Drawer Warmer.

LOCKING CASTERS - 4" (10 cm) Diameter

These locking casters are available for the freestanding HDW-1, HDW-2, HDW-3 and HDW-4 models. The casters add 6-1/4" (16 cm) to the height of the Drawer Warmer.

LIMITED WARRANTY

1. PRODUCT WARRANTY

Hatco warrants the products that it manufactures (the "Products") to be free from defects in materials and workmanship, under normal use and service, for a period of one (1) year from the date of purchase when installed and maintained in accordance with Hatco's written instructions. Buyer must establish the product's purchase date by returning Hatco's Warranty Registration Card or by other means satisfactory to Hatco in its sole discretion.

Hatco warrants the following Product components to be free from defects in materials and workmanship from the date of purchase (subject to the foregoing conditions) for the period(s) of time and on the conditions listed below:

a) **One (1) Year Parts and Labor PLUS One (1) Additional Year Parts-Only Warranty:**
   Toaster Elements (metal sheathed)
   Drawer Warmer Elements (metal sheathed)
   Drawer Warmer Drawer Rollers and Slides
   Food Warmer Elements (metal sheathed)
   Display Warmer Elements (metal sheathed air heating)
   Holding Cabinet Elements (metal sheathed air heating)
   Cook and Hold Oven Elements (metal sheathed)

b) **One (1) Year Parts and Labor PLUS Four (4) Additional Years Parts-Only Warranty on pro-rated terms that Hatco will explain at Buyer's Request:**
   Powermite Gas Booster Heater Tanks
   Mini Compact Tanks (stainless steel)
   3CS and FR Tanks

c) **One (1) Year Parts and Labor PLUS Four (4) Additional Years Parts-Only Warranty PLUS Five (5) Year Parts-Only Warranty on pro-rated terms that Hatco will explain at Buyer's Request:**
   Booster Heater Tanks (Castone)

d) **One (1) Year Parts-Only Warranty for components not installed by Hatco:**
   Accessory Components (including but not limited to valves, gauges and remote switches)

THE FOREGOING WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ANY OTHER WARRANTY, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR PATENT OR OTHER INTELLECTUAL PROPERTY RIGHT INFRINGEMENT. Without limiting the generality of the foregoing, SUCH WARRANTIES DO NOT COVER: Coated incandescent light bulbs, fluorescent light bulbs, lamp warmer heat bulbs, glass components or Product failure caused by liming or sediment buildup in tanks, Product misuse, tampering or misapplication, improper installation, application of improper voltage, or recalibration of thermostats or high limit switches.

2. LIMITATION OF REMEDIES AND DAMAGES

Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely, at Hatco's option, to repair or replacement by a Hatco-authorized service agency (other than where Buyer is located outside of the United States or Canada, in which case Hatco's liability and Buyer's exclusive remedy hereunder will be limited solely to replacement of part under warranty) with respect to any claim made within the applicable warranty period referred to above. Without limiting the generality of the foregoing, all portable Products (as defined in N.S.F. 4-4.28.4) shall be delivered by Buyer, at its sole expense, to the nearest Hatco-authorized service agency for replacement or repair. Hatco reserves the right to accept or reject any such claim in whole or in part. Hatco will not accept the return of any Product without prior written approval from Hatco, and all such approved returns shall be made at Buyer's sole expense. HATCO WILL NOT BE LIABLE, UNDER ANY CIRCUMSTANCES, FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS OR LOST PROFITS RESULTING FROM THE USE OF OR INABILITY TO USE THE PRODUCTS OR FROM THE PRODUCTS BEING INCORPORATED IN OR BECOMING A COMPONENT OF ANY OTHER PRODUCT OR GOODS.

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